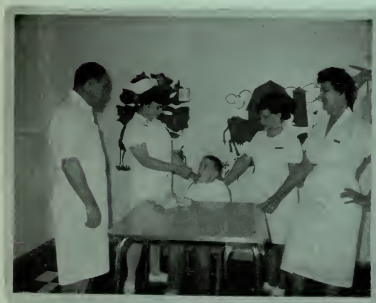
BOULDER RIVER SCHOOL & HOSPITAL

# INSERVICE TRAINING



# PROGRESS REPORT

ORIENTATION
ADVANCED TRAINING
WORKSHOPS
EXCHANGE PROGRAMS



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BOULDER,
MONTANA

# INSERVICE TRAINING PROJECT

Inservice Training is sponsored by Federal Grant # 5T10MH10165-03.
Those who have helped make this project successful are the following:

Governor of Montana
Tim Babcock

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Director of Inservice Training
Jack Stuart

Instructors
Mrs. Betty Mulvaney
Miss Miriam Sweet

Secretary
Mrs. Viola Trettin

This publication is devoted to recent information on plans and programs, provided by Inservice Training to up grade the care of our Mentally Retarded.

# PROGRESS REPORT SUMMARY

1. Inservice Training Grant No. 5T10 MH 101-65

2. Program Director: Larry W. Talkington

3. Montana State Training School and Hospital

4. Period of Report: July 1, 1965 - July 30, 1967

5. Date of Preparation: August 4, 1967

6. Summary

The project has dealt with training ward-level personnel in modern techniques of treatment/training with mentally retarded in a state institution. We have been able to establish formal programs of combined classroom and on-ward training. An orientation course for new employees has been established wherein all new employees are given a comprehensive indoctrination to the institution and introduction to retardation.

In addition, a number of workshops for various professional disciplines have been conducted in order to update staff knowledge in the field and in turn feed it into the attendant training programs. Formal courses, preparing attendant counselors with less than high school educational levels have been developed in an effort to upgrade educational levels of the entire staff.

A number of consultants have been used to assist in developing and revising the Inservice Training programs. An exchange program with other institutions, wherein employees visit and observe other institutional programs in the region, is participated in and information thence obtained evaluated and presented to our Inservice project. Overall, the project has made possible significant improvements in care, training, and treatment programs for our mentally retarded.

I. INTRODUCTION

Inservice Training Grant No. 5T10MH10165-03 began on July 1, 1965. The purpose of the project was focused primarily on training the 155 attendant counselors at this institution. However to establish the ground work, people in supervisory capacities in the attendant counselor area were trained at the beginning of the project.

Other institutions were visited and correspondence with program directors at institutions contributed to building the framework of our Inservice Training Program. During this two year period, feedback from employees and evaluation procedures used by Inservice Training has served to strengthen and improve our program.

Originally the grant provided for a Director, Instructor and Secretary, plus necessary equipment and supplies to establish the program. In April 1966 an additional instructor position was approved for the project.

II. TRAINING COURSES:

The following training courses have been established to date:

A. Orientation Course for New Employees:

Originally a 5 day orientation course was provided, later it was felt that a 4 day course better suited the need. Presently the orientation course consists

of the following:

1. Aims

   (1) To introduce the new employee to the institution.

   (2) To acquaint them with the administration and organization of the institution.

   (3) To instruct them as to the policies of the institution.

   (4) To make them aware of their many responsibilities.

   (5) To teach them to cooperate with all departments and the value of the departments.

   (6) To instruct them on the many phases of mental retardation.

2. Schedule of Orientation Course

   (1) First Day

      (a) General Information

      (b) Administration and Organization

      (c) Policies

      (d) Responsibilities

      (e) Employees Appearance

      (f) Mental Retardation

      (g) Resident Care

      (h) The Individual Resident

(2) Second Day

(a) Members of departments in to lecture and give demonstrations.

(b) Demonstrations of Procedures on Hospital Ward.

(3) Third Day

(a) Orientation in Hospital Ward

(b) Question and answer period

(4) Fourth Day

(a) Orientation at Cottage

(b) Comprehensive written test given

(c) Job Assignments are given

(5) 10 Weeks of on-the-job training

(a) Providing a detailed plan for a continuing follow up program for all new employees.

(b) Assuring that the new employee is subjected to training in each task, through a detailed list of procedures, rules and general information to be checked by the immediate supervisor.

(c) Insuring that the new employee has acquired adequate experience and knowledge to provide good total care for all residents at the Boulder River School and Hospital.

B. 4 Weeks Attendants Training Course

Basically this course is for the attendant counselors who have been here the longest. However, we have sent about 53% of our attendants through this course hence the focus has been toward newer personnel.

This program has been used for pre-training also. Two classes of 20 each (one is in progress now) have been tried. This has been looked upon very favorably so far.

1. The aims and objectives of this 4 week training are as follows:
   (a) To give the attendants a much more extensive training than is possible in the 4 day orientation.
   (b) To establish a better overall education to the training school. This is mainly accomplished by the inter-departmental training.
   (c) To enable the attendants to realize that we are interested in them and by better training increase their interest and thus continually give our residents better care.
2. Schedule of the 4 weeks training:
   1. General Introduction
      (a) History of Boulder River School and Hospital

(b) Administration and Organization

(c) Policies

(d) Responsibilities

(e) Forms used

(f) Union

2. Physical Care of Resident

(a) Basic Anatomy and Physiology

(b) Basic nutrition and Diet Therapy

(c) Medications used at Boulder River School and Hospital and Medical technique.

(d) Prevention and Safety

(e) Body Mechanics

(f) Sanitation and Healthful Environment

(g) Ward procedures and experience

3. Basic Concepts of Mental Retardation

4. Growth and Development

(a) Personality Development

(b) Human Behavior

(c) Mental Hygiene

5. Group Dynamics

6. Communication

(a) Teaching

(b) Learning

(c) Reporting

(d) Weekly Schedules

(e) Assignments

7. Professional Services-Cooperation between departments.

(a) Business Office

(b) Speech Therapy

(c) Medical Department

(d) Recreation

(e) Education and Training

(f) Psychology

(g) Social Services

(h) Volunteer Services

8. Evaluation

(a) Weekly Tests

(b) Reviews

9. OJT (9 Weeks)

(a) Practical experience in their own wards

(b) Evaluation and follow up training

C. Formal High School Equivalency Course

With the co-operation of the Rocky Mountain Development Council in Helena, class instruction was held here at Boulder River Training School one night per week for 2 hours. This class was designed to prepare interested employees for taking the G.E.D. test for the high school diploma in Helena. Attendance usually numbered

around 15. Over 75 per cent of these people successfully completed the course and received their diplomas.

D. Workshops

Playing an important role other than our regular scheduled training courses were the various workshops held. The following are the Workshops and brief summary of the number attended and the subject matter covered:

(1) "Sanitation in Food Areas" workshop was conducted by Robert Blakely, Food Service Manager at the University of Montana. This was held on June 16, 1966 and 87 people including dining room personnel and others concerned with food handling attended.

(2) "Management, Development and Supervision" was held on June 20 and 21, 1966. Dr. Wesley White of the Colorado Department of Institutions and Dr. William Daly of A. L. Bowen Children Center in Illinois conducted 2 classes. One for the Cottage Life Supervisors, Houseparents, Charge Attendants and others in supervisory positions. The other class was for the Professional Staff and was a conference type session. 174 persons attended.

(3) "A Medical Genetics Clinic for Nurses" under the direction of Dr. Pallister was conducted for 80

persons on June 23 and 24th, 1966. Marvel Talkington of Inservice Training presented a talk on her function as an instructor for Inservice Training.

(4) "Human Interaction" was presented by Dr. John Watkins, Clinical Director of Psychology, University of Montana. This was given to all supervisory personnel at Boulder River School and Hospital on June 27, 28, 1966. Watkins expounded on such subjects as "Methods of Improving Morale", "Ego Building", "Identification Between Individuals" and "The Use of Rewards and Punishment in the Learning Process". 30 employees attended this course.

(5) "Diets and Food Production" was given by Mr. Robert Blakely of the University of Montana on July 15, 1966. Special Diets and proper proportions were the main areas focused upon. 104 people attended this.

(6) "Medical Genetics and Behavioral Management In Retardation" was the subject of the Seminar held on August 19, 20, 1966. The guest speaker was John M. Opitz, M.D., University of Wisconsin, Madison, Wisconsin.

(7) A class on "Rescue Breathing" was held on October 4, and 6th, 1966. This was conducted by Mrs. Mulvaney and Mr. Dan Rieder of Inservice Training. This was a mandatory course for all attendants.

(8) "Helping the Retarded to Grow and Learn", was conducted by Dr. Gerard Bensberg and Dr. Albert Shafter, November 3 and 4th, 1966. A total of 137 attended this workshop. A round table discussion was held on the second day which gave House Parents and Supervisors and opportunity to set forth some of their own ideas.

(9) A workshop on "Conference Leadership" was held in Salt Lake City, Utah on January 16, thru the 20th, 1967. This was conducted by Mr. William Armstrong of the Louisiana State University. The Director of Inservice Training along with 14 other directors attended this 40 hour course.

(10) Dr. Albert Shafter of the A.L. Bowen Childrens Center was here on June 30, 1967. A class on "Supervision" was held for the Houseparents and Cottage Life Supervisors. Dr. Shafter spent some time evaluating the problems in various cottages and also in evaluating the Inservice Training and comparing Inservice Training programs and goals.

E. Exchange Program

The exchange program with Idaho State School and Hospital, Nampa, Idaho was felt to be highly successful. This exchange was only made once, but the people who took part thought the experience made them more aware of the fact that others are doing the same type of work, and that a better overall view and comparison was possible. Also the freedom given the people in the exchange program was an excellent morale booster. Several new ideas developed from the exchange program.

III. Evaluating our Training

A. Extensive follow up in the OJT phases of our Training courses is done by our two instructors. This has been a very large area for these instructors to cover, but with presently increased cooperation from cottage parents and supervisors it is hoped for better follow up and feed back.

B. Counseling dissatisfied employees is also carried out. Many employees give us good ideas of how we should stress a certain area more or what they thought was a waste of time in their training.

C. Exit interviews are also held with each employee that is terminated or resigns. During the actual personal interview a person sometimes is not very free with information because he or she may need a good recommendation and

they are afraid of offending if they point out something wrong with the institution or training. However, after about 2 or 3 weeks the questionaire is sent out and at this time after a person is gone and secure in another job some good information may come out.

In evaluating our program the biggest problem, overall, is the rapid turnover of personnel at the attendant level. Much time is spent training and orientating new people that long term employees are not covered as well as we would have liked.

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